



COUNTY OF LOS ANGELES
DEPARTMENT OF HUMAN RESOURCES

HEADQUARTERS
579 KENNETH HAHN HALL OF ADMINISTRATION • LOS ANGELES, CALIFORNIA 90012
(213) 974-2406 FAX (213) 621-0387

BRANCH OFFICE
3333 WILSHIRE BOULEVARD • LOS ANGELES, CALIFORNIA 90010
(213) 738-2222 FAX (213) 637-0820

MICHAEL J. HENRY
DIRECTOR OF PERSONNEL

August 3, 2005

To: Each Supervisor

From: Michael J. Henry
Director of Personnel

Subject: **BLUE CROSS PROVIDER ISSUE**

Blue Cross has announced that Physicians of Greater Long Beach medical group will discontinue operations September 1, 2005. This will impact a small number of employees who are enrolled in either the Blue Cross CaliforniaCare HMO or Blue Cross Plus Point-of-Service plans.

Blue Cross advised that effective September 1, 2005, members will be assigned to an alternate medical group within the Blue Cross network. Attached is a sample letter that will be sent to all affected employees that describes the steps Blue Cross is taking to provide ongoing care to its members.

If you have any questions, please call me, or your staff may call Marian Hall, Senior Human Resources Manager, at (213) 738-2255.

MJH:TJH

MH:lm

Attachment

c: Chief Administrative Officer
County Counsel
Executive Officer, Board of Supervisors

H:\Physicians of Greater Long Beach



P.O. Box 4089 AC11F
Woodland Hills, CA 91365-4089

August 4, 2005

«FNAME» «LNAME»
«ADDRESS1»
«ADDRESS2»
«CITY», «ST» «ZIP»

Dear Blue Cross of California Member,

Physicians of Greater Long Beach, the Blue Cross of California primary provider for your health care needs, has advised Blue Cross that it will discontinue operations. In order to ensure the continued availability of health care services for Blue Cross members, **effective September 1, 2005**, you will be assigned to an alternate medical group within the Blue Cross network.

Every effort will be made to maintain your primary care physician relationship. However, if your physician is not available in the network, your new ID card will reflect the name of your new primary care physician or medical group assignment.

A new Blue Cross identification (ID) card reflecting this change will be mailed to you prior to the effective date. We encourage you to contact your new medical group to familiarize yourself with the group's operations as their specialist and hospital referral panels may be different than your previous medical group.

Should you wish to choose another Blue Cross medical group or primary care physician within your service area other than the one selected for you, if you are pregnant or currently receiving ongoing medical care, if you have a current authorization for health care services, or if you are otherwise concerned that this change will disrupt your care, please contact us using the toll-free number on your current ID card. A Blue Cross Customer Service Representative will be happy to assist you.

If you have been receiving care from a health care provider, you may have a right to keep your provider for a designated time period. Please contact your HMO's customer service department, and if you have further questions, you are encouraged to contact the Department of Managed Health Care, which protects HMO consumers, by telephone at its toll-free number, 1-888-HMO-2219, or at a TDD number for the hearing impaired at 1-877-688-9891, or online at: www.hmohelp.ca.gov.

Your enrollment in your Blue Cross plan remains the same and is not otherwise affected in any way. In the event that you receive a bill for covered services, please do not pay it. Rather, please contact Blue Cross member services at the toll free number on your ID card so that it may be handled appropriately.

Your health care needs are very important to us, and we are committed to providing you with exceptional service. Please be assured that your health care coverage will not be interrupted and that this transition will not result in a change to your covered benefits.

Si usted necesita asistencia en español, por favor llame al Departamento de Servicio al Cliente de Blue Cross al número de teléfono gratis en su tarjeta de identificación.

Sincerely,

«SIG»